City of Portola
Online Mapping and Permitting Software RFP
Questions Received

April 20, 2020

How many named users will be using the system? These will be City staff using the software; we do not charge for anyone (citizens, businesses, contractors) who use the online portal.

The City is small and has an office staff of 5. Depending on cost, not all of them would need to use the system (but it could be helpful!). The minimum number of users is 2.

Does the City want citizens, contractors, and businesses to submit payments for business licenses, permits, etc. through the portal?

Again, depending on cost. This is not a necessity as the City already has a method of credit card payment, but it would be nice to have an integrated system.

Has the City established a budget for the project?

There is no established budget. This is a grant-funded project, with multiple components (not related to the RFP). After the grant funding, the City intends to continue paying for services, with a very limited budget.

Can a proposer submit on just one of the RFP tasks (i.e., web mapping support, but not permit management)?

Yes

Does the City have a preference for "off the shelf" pre-designed permit tracking software vs. a customized system built in the new GIS to be developed under this contract?

Cost is certainly a factor. The City is open to hearing what the possibilities are, but would typically prioritize ease of use and lower cost.

Does the city currently have any GIS software?

The City does not have any GIS software.

Is there currently a consultant support GIS mapping?

The City does not have a consultant to support GIS mapping.

Are city layers in CAD or GIS formats? What layers?

There are no layers.

Does the city currently have property ownership and assessor information at the parcel level?

Yes, from Plumas County. It is updated twice a year.

How does the city currently track permits?

The City has a paper permitting system and tracks permits with an Excel spreadsheet.

Does the city currently have a permit system software?
If yes, what is the current software?
If no, how are building permits issued and tracked?

The City does not have a permit system software, and tracks building permit with an Excel spreadsheet.

How are business license currently tracked? What software is used?

The City does not have business license tracking software. Staff reviews business license files, and mails renewal notices when they are set to expire.

How is code enforcement activity currently tracked? What software is used?

The City does not have code enforcement tracking software. Staff maintains paper files and manually tracks the cases.